Resolving issues and reducing downtime

Diebold

Diebold, Incorporated is a global leader in providing integrated self-service delivery and security systems and services.

Headquartered in Canton, Ohio, USA, Diebold employs more than 16,000 associates in nearly 90 countries worldwide, and reported revenue of $2.9 billion in 2013.
The challenge

Diebold’s service channel accounts for more than half of the company’s revenue, reinforcing the need to consistently deliver high-quality service. Financial institutions remain under constant scrutiny to reduce their operating costs, including those of outsourced services. This compelled Diebold to think beyond its standard service delivery method by way of “rolling trucks,” and led the company to explore innovative ways to increase customer value when performing service.

Given the sensitive nature of cash-dispensing ATMs, Diebold required a proven and secure solution for a new type of service delivery. With the technological trend to move to a more software-driven, self-service terminal, Diebold sought to remotely service its ATMs.

“We needed to provide service more efficiently and cost effectively while delivering higher uptime and productivity to our customers, improving their revenue opportunity,” explains Shelly Ewing, Senior Product Manager of Service Product Management at Diebold. “Remote service software would allow us to service machines and respond to issues within minutes as opposed to sending a technician on site every time there is a problem. Finally, when we do need to dispatch a technician, we can eliminate unnecessary downtime by remotely diagnosing the problems while the technician is en route to the ATM.”

The solution

Diebold has adopted advanced technology to provide high-quality driven service with the implementation of a remote service model for Opteva® ATMs, known as OpteView®. OpteView uses PTC® Axeda® software to create a service approach that is connected, allowing a direct communication flow between Diebold and end-user ATMs. By securely leveraging the Internet to connect remote devices in real time to the people and systems responsible for their service and support, Diebold continues its commitment to offer unparalleled services in the industry.

“When we released our Opteva platform, we designed in the ability to remotely service and diagnose our product because our traditional service model was based 100 percent on the dispatch of parts and labor to the site whenever the ATM failed,” says Paul Mercina, Director of Service Product Management/Operations Planning at Diebold. “We saw a big opportunity in our service business to improve our availability for customers by being able to respond much more quickly using PTC Axeda software. With this remote service technology, we can start diagnosing problems at the time of failure, and, in some cases, actually correct the failure without waiting for a technician to go on site, which could be within minutes.”

With the advanced capabilities of OpteView, Diebold enhances every key aspect of servicing ATMs, including accuracy, timeliness, and communication. The remote service technology enables Diebold to expand the level of its service and support offerings to include predictive maintenance, software version control, and remote monitoring and notification. Diebold can now maximize ATM
up-time and increase customer satisfaction with a tool that can be used with existing monitoring systems. In addition, the data on hardware and software performance is sent to engineering and product development departments.

OpteView is currently installed on more than 1,200 ATMs, with another 3,000-5,000 expected by the end of 2008. Opteva ATMs are now capable of delivering high-quality remote services with built-in data-capture technology. This feature carefully stores pertinent information about a device's performance for quick access by OpteView, and Diebold's remote service support operators are directly alerted when a problem with any ATM occurs.

By viewing a mirror image of the module, service support operators can diagnose and begin resolving problems immediately. As a result, the level of information on the machine's status is much more detailed and the ATM can be analyzed before a technician arrives on site. This enables Diebold to deploy technicians with precise knowledge about individual machines, increasing first-time-fix measurements.

The results

Diebold's traditional service model does not begin until a Customer Service Engineer (CSE) arrives on site. Diebold can now remotely access the ATM either while the CSE is en route to the ATM or before the CSE is dispatched. OpteView remote support operators can conduct a remote diagnostic session to provide detailed information to the CSE when needed, which reduces the onsite resolution time while increasing the probability that the CSE will remedy the issue the first time and reduce repeat site visits. Ideally, the problem can be corrected remotely, entirely eliminating the need for a CSE to visit the site.

“'If we could take two to four hours out of the travel time often associated with a service call and respond within minutes, we can get that machine back up and running during peak consumer hours. Then, during off-peak hours, in the middle of the night or early in the morning when we want to push patches or enhancements down to the machine, we’re not disrupting the service to the consumers,’” Mercina explains. “'We can also gather root-cause information and provide that to the technician before traveling to the site. So we’re assured that our technicians have the right corrective action, increasing the likelihood that they will bring the right part and get it fixed right on the first call.”

The results so far have been impressive. About 17 percent of problems have been resolved remotely, with a 15 percent decrease in downtime. Turnaround time for problem resolution has been reduced from roughly three hours to fewer than 30 minutes when remote corrective action is successful. When a CSE must be deployed, response time is guaranteed, in accordance with the customer’s service contract.

[Results above are based on statistics in Diebold North America and directly correlate to the access permitted or granted by the customer using PTC Axeda software. Results may vary on an individual customer basis.]
“Naturally, financial institutions are very security conscious, especially with an ATM device,” Mercina says. “One of the key aspects of PTC Axeda software is that it allows our customers to have a tool within their network that lets them have total visibility and control over what actions we perform without Diebold having access.”

With PTC Axeda software I can achieve world-class ATM availability by making the most out of a close relationship with a trusted vendor—Diebold.”

Chad Lynch,
Services Manager, America First Credit Union

Improving reliability and availability goes beyond the break/fix arena. As financial institutions increasingly rely on the ATM to facilitate more routing transactions and advanced functions, uptime and performance reliability become even more critical. Diebold is dedicated to helping financial institutions succeed by continually advancing the service delivery model.

Diebold believes that the next step in the evolution of service and support is the adoption of a predictive maintenance model. OpteView will allow regularly scheduled data collection points. This data is compiled and reviewed periodically to enable Diebold to accurately track device performance metrics. Then, predictive rules and processes can be established to provide the customer and the manufacturer with advance notification of which components will fail and at what time.

PTC Axeda software can:

- Recommend recovery solutions and parts needed for the customer service engineer (CSE)
- Analyze root causes by viewing log files
- Validate the hardware and software configuration for latest performance enhancements and fixes, such as the introduction of new self-service features including bulknote acceptors and deposit automation
- Install software fixes and updates to enhance performance

Key product features:

- IT security due diligence during supplier evaluation phase
- Extensive internal and customer-sponsored lab/pilot tests to validate security and functionality
- PTC’s Axeda software implementation within customer network for visibility and control over actions Diebold performs
- Diebold-hosted system leverages reputation as industry leader in security
- Electronic security access agreement implemented as addendum to standard service contract

Opteva is a revolutionary ATM that helps financial institutions get the highest possible rate of return on their investments in self-service technology. With Opteva—the world’s most extraordinary family of ATMs—comes improved customer loyalty, increased profitability, lower costs and reduced business risk.